



Brian Sandoval
Governor

Barbara Smith Campbell
Chairwoman

Jon M. Hager
Executive Director

Silver State Health Insurance Exchange

2310 S. Carson Street, Suite 2, Carson City, NV 89701 • T: 775-687-9939 F: 775-687-9932
exchange.nv.gov

JOB ANNOUNCEMENT: OUTREACH AND TRAINING PROGRAM COORDINATOR

SPECIAL NOTIFICATIONS: This position is exempt from the provisions of State of Nevada classified service. Selection shall be made by, and the incumbent shall serve at the pleasure of the Executive Director.

POSITION SUMMARY: The Exchange Outreach and Training Program Coordinator (OTC) will be required to manage the training and coordination of statewide efforts involving Brokers, Agents, Navigators, Enrollment Assistants, and Certified Application Counselors to facilitate enrollment in a qualified health plan through Nevada Health Link.

The OTC will develop a comprehensive performance-based enrollment facilitator program. This will include budget development and management, subgrant awards and monitoring, strategic planning, troubleshooting and evaluation, and on-site assistance to enrollment assister agencies as needed.

The OTC will conduct training sessions with Navigators, Enrollment Assistants, Certified Application Counselors, Brokers, Agents and others on the Exchange web portal, Exchange business rules, and general enrollment issues.

The OTC, under the supervision of the Chief Operating Officer will develop course descriptions and curriculum, deliver training to the various groups, and serve as liaison to the Division of Insurance.

The OTC will conduct post-training assessments, analyze results and make recommendations for changing the Exchange Enrollment Facilitator program and design and implement development programs as directed by Exchange management.

The OTC will work with and monitor the work of contracted trainers, and approve training conducted by sub-grantees across the State.

SALARY AND BENEFITS: Salary range is up to \$63,046 (employer/employee paid retirement). Employee benefits include paid annual leave, sick leave, health insurance, and state retirement benefits. Other optional benefits are available, including a deferred compensation package. *Please note: Furlough Leave is mandatory for Nevada State employees and will result in a reduction of income of approximately 2.5% starting July 1, 2013 through June 30, 2015. The salary listed above does not reflect the reduction from the required furlough.*

POSITION RESPONSIBILITIES: Under the general direction of the Chief Operations Officer and the Communications Officer, responsibilities include, but are not limited to:

Program Management. Coordinate Navigator and Enrollment Assister efforts statewide ensuring maximum program impact while minimizing overlap of Navigator and Enrollment Assister efforts. Consult with supervisor and management regarding program needs of the Exchange Enrollment Facilitator (EEF) Program. Conduct surveys, questionnaires, or other needs assessments to identify training needs and ensure responsive training programs. Develop, implement and maintain training materials and plans. Establish and interpret training policies. Serve on or advise training

committees. Schedule training and prepare training calendars, bulletins and/or newsletters. Consult with appropriate parties regarding special requests for training classes. Identify and develop collaborative partnerships with public and private organizations to improve the availability and quality of training available. Research, test and implement new technologies and techniques to improve availability and quality of training.

Fiscal and Administrative. Prepare the program budget, including forecasting training and resource needs. Track and approve training expenditures and monitor and manage budget. Develop and monitor subawards to enrollment entities. Coordinate use and maintenance of training facilities. Negotiate requirements for special request training sessions. Create, review and audit delegation agreements for training services.

Course Curriculum Development. Design and develop course curriculum, including writing objectives, preparing course descriptions, outlines and leader's guides. Procure or design and develop training aids, supplemental course materials, participant workbooks and other handouts. Develop train-the-trainer courses and or prepare SMEs to become training course presenters. Review available needs assessment analysis data and other feedback appropriate to course curriculum being considered for revision or development. Identify, review and develop curriculum for classes in online learning format. Develop and implement multi-media resource materials (audio, video and graphics) in support of classroom and e-learning based classes. Select instructors from home organization or outside vendors. Negotiate contracts with outside vendors for provision of training, as needed.

Enrollment and Instruction. Deliver training in the form of classroom instruction, hands-on field/on-the-job training and/or operational exercises. Administer written, performance or other types of tests and assessments. Explain policies and procedures, housekeeping information during the course of training. Administer student enrollment and completion in Exchange database.

Program Accomplishments. Prepare periodic reports of training activities, results and statistics. Evaluate training program effectiveness, including observing and auditing training classes and instructors, pulling passing score statistics and interviewing participants. Reviewing results of training class participant course and instructor evaluations. Evaluate effectiveness of collaborative partnerships with public and private organizations to improve availability and quality of training. Measure and report course completions resulting from implementation of tele-video and e-learning based training.

QUALIFICATIONS/REQUIREMENTS: Bachelor's degree from an accredited college or university in education or a related field and four years of experience in the adult training process which included experience in planning, programming, coordinating and conducting adult training; **OR** an equivalent combination of education and experience.

LOCATION/TRAVEL: The position is based in Carson City. Periodic travel (may be up to 50% of time during and just prior to Open Enrollment) in-state and out-of-state is required.

RESUMES WILL BE ACCEPTED UNTIL: Recruitment needs are satisfied.

Outreach and Training Program Coordinator
July 15, 2013

SUBMIT COVER LETTER AND RESUME/DIRECT INQUIRIES TO:

CJ Bawden
Communications Officer
Silver State Health Insurance Exchange
2310 S. Carson Street, Suite 2
Carson City, NV 89701
Office: 775-687-9934
Email: cjbawden@exchange.nv.gov